

FIG.1

AUGUST 8TH, 2002, 8:40
 SECOND INDUSTRIAL SALES DEPT.) MR. KAWADA (EMPLOYEE NO. 987654)

CALLER : XSHOJI, MR. YAMADA
 ACTION : MESSAGE TRANSFER REJECT RECEPTION

MESSAGE CONTENT : IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT
 PAMPHLET, PLEASE TELL HIM THAT I HAVE SENT IT TODAY (8TH).

RESULT: NO RESPONSE RESULT

CALLER: MANSION SALES, MR. SAKAI
 ACTION : MESSAGE TRANSFER REJECT RECEPTION

MESSAGE CONTENT :

FIG.2

AUGUST 8TH, 2002, 9:30
 CALLER INFORMATION (TEL. 03-1234-5678) XSHOJI, MR. YAMADA, MR. HOSHI
 STAFF IN CHARGE: MR. KAWADA (SECOND INDUSTRIAL SALES SEC..) ——▼——
 HEADQUARTERS, RECEPTION ROOM NO. 3
 MR. IMAI (THIRD SE SYSTEM SEC..), AT HIS DESK ——▼——
 MEETING SCHEDULE: AUG. 12, 2002 (MON), 13:00 TO 15:00, X SHOJI
 HEADQUARTERS, RECEPTION ROOM, VISITOR: MR. IMAI
 MEETING HISTORY: JULY 29TH, 2002 (MON), 9:00 TO 10:00, X SHOJI
 HEADQUARTERS, RECEPTION ROOM, VISITOR: MR. IMAI, MR. KAWADA
 DEC. 20TH, 2001 (THU), 10:00 TO 11:00, X SHOJI HEADQUARTERS,
 RECEPTION ROOM, VISITOR: MR. IMAI
 MESSAGE CONTENT FROM MR. KAWADA:
 IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT
 PAMPHLET, PLEASE TELL HIM THAT I HAVE SENT IT TODAY (8TH).

FIG.3

MESSAGE :	<input checked="" type="radio"/> HANDLED <input type="radio"/> REQUIRED RE-HANDLING
MESSAGE FROM THE CALLER :	<input checked="" type="radio"/> YES <input type="radio"/> NO
PLEASE BRING THE NEW PRODUCT PAMPHLET WHEN YOU SEE ME NEXT TIME.	
RESPONDENT :	MR. YAMASHITA, SECOND INDUSTRIAL SALES SEC.
RESPONDED DATE AND TIME :	AUG. 8TH, 2002, 9:30
OK	

FIG.4

TO MR. KAWADA, SECOND INDUSTRIAL SALES SEC. THERE WAS A PHONE CALL FROM MR. YAMADA, <input type="radio"/> OXSHOJI, ON AUG. 8TH, 2002, AT 9:30. I DELIVERED YOUR MESSAGE TO HIM. HE ASKED ME TO LEAVE YOU A FOLLOWING MESSAGE. [PLEASE BRING THE NEW PRODUCT PAMPHLET WHEN YOU SEE ME NEXT TIME.] RESPONDENT: YAMASHITA, SECOND INDUSTRIAL SALES SEC.

FIG.5

DID HE CALL ME TO CHANGE THE APPOINTMENT?
YES <input type="checkbox"/> NO <input type="checkbox"/>

FIG.6

DESIRED DATE :	AUG. 12TH, 2002, 10:00 TO 12:00
DESIRED LOCATION :	<input checked="" type="checkbox"/> XSHOJI HEADQUARTERS, RECEPTION ROOM
RESPONDENT :	SECOND INDUSTRIAL SALES SEC., YAMASHITA
DATE AND TIME :	AUG. 8TH, 2002, 11:00
OK	

FIG.7

TO MR. KAWADA, SECOND INDUSTRIAL SALES SEC.

THERE WAS A PHONE CALL FROM MR. YAMADA,
 XSHOJI, ON AUG. 8TH, 2002, AT 11:00.
HE WANTS TO CHANGE THE APPOINTMENT AS FOLLOWS.

ORIGINAL SCHEDULE: AUG. 12TH, 13:00 TO 15:00,
 XSHOJI HEADQUARTERS, RECEPTION ROOM

DESIRED DATE AND TIME: AUG. 12TH, 10:00 TO 12:00,
 XSHOJI HEADQUARTERS, RECEPTION ROOM

RESPONDENT: YAMASHITA,
SECOND INDUSTRIAL SALES SEC.

FIG.8

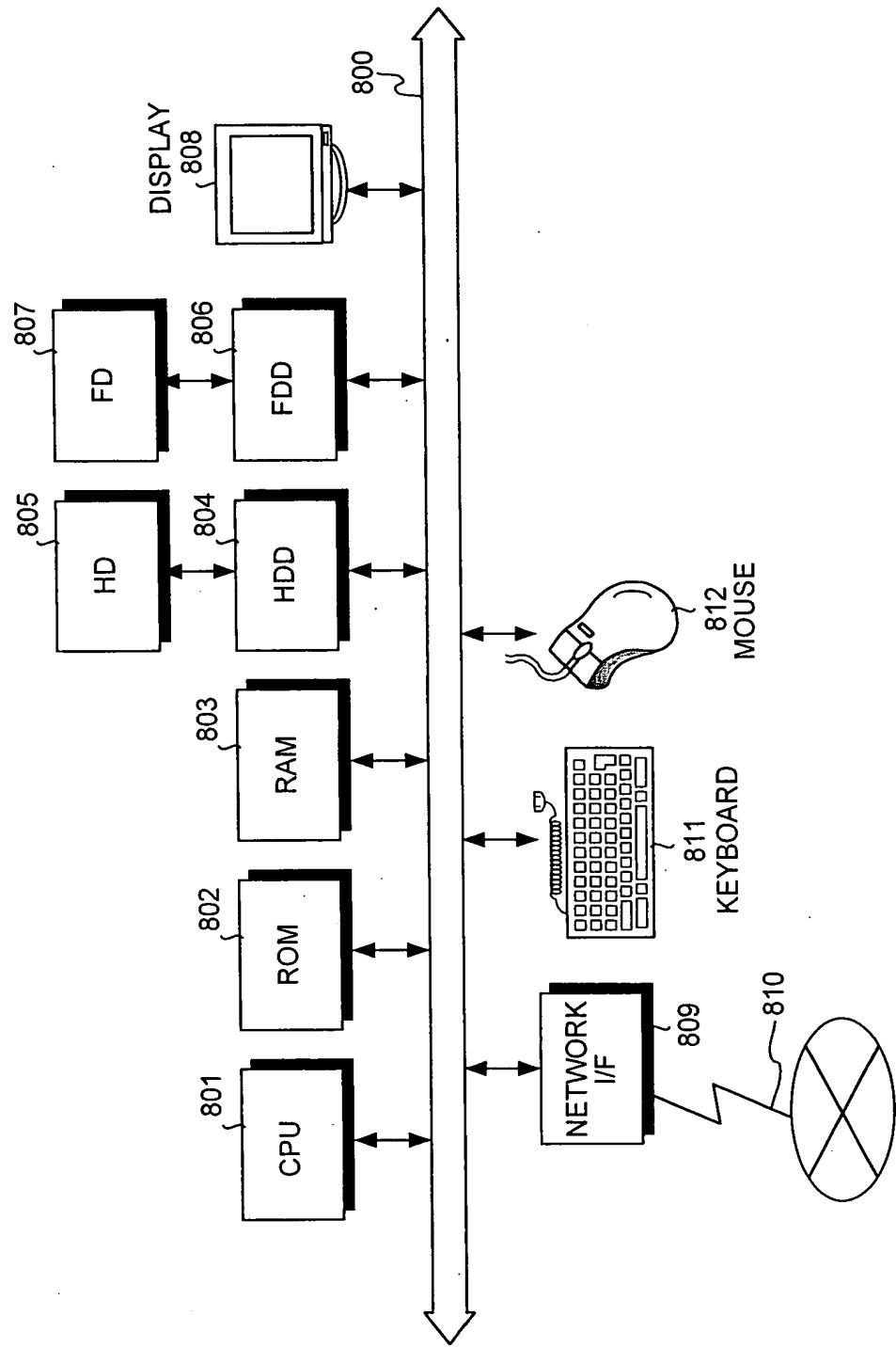


FIG.9

5/16

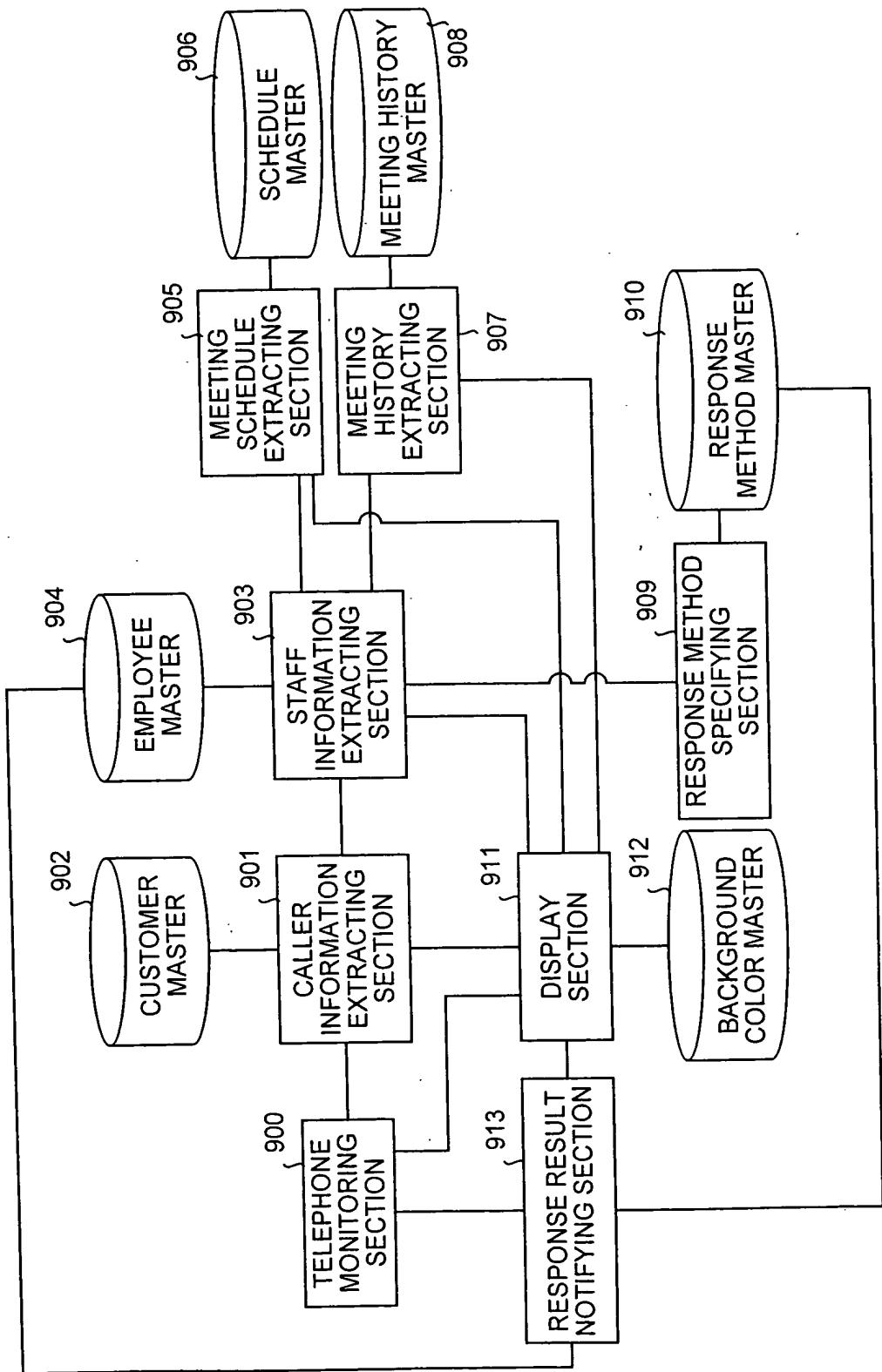


FIG.10

6/16

CUSTOMER NO.	CUSTOMER NAME (COMPANY NAME)	CUSTOMER NAME (PERSONAL NAME)	STAFF IN CHARGE	TELEPHONE NUMBER
A-1	○X SHOJI	MR. YAMADA, MR. HOSHI	987654、979799	03-1234-5678
A-2	△△ KOGYO	MR. MATSUYAMA	200123	048-777-1111
.....				

FIG.11

STAFF NO.	SECTION	NAME	TELEPHONE NO. (OUTSIDE LINE)	CUSTOMER NO.	E-MAIL ADDRESS
979799	THIRD SE SYSTEM SECTION	KAZUO IMAI	03-3333-1234	7010-2000	k-imai@jp.com
987654	SECOND INDUSTRIAL SALES SECTION	KOJI KAWADA	03-8877-1111	7777-1000	kawada@jp.com
200123	FIRST SE SYSTEM SECTION	HANAKO YAMANAKA	045-5454-2323	7070-5555	yama@jp.com
.....					

FIG. 12

8/16

STAFF NO.	DATE AND TIME	LOCATION	TELEPHONE NO.
987654	AUG. 12TH, 2002, 13:00 TO 15:00	○XSHOJI HEADQUARTERS, RECEPTION ROOM	03-1234-5678
887776	AUG. 13TH, 2002, 10:00 TO 12:30	OFFICE, 2ND FL. MEETING ROOM NO.1	
200123	AUG. 13TH, 2002, 10:00 TO 11:00	OFFICE, 1ST FL. MEETING ROOM NO. 3	048-777-1111
987654	AUG. 14TH, 2002, 10:00 TO 11:30	SHINAGAWA BLDG. MEETING ROOM NO. 1	03-3333-1234/7010-2000
		

FIG. 13

STAFF NO.	DATE AND TIME	LOCATION	TELEPHONE NO.
987654	JULY. 29TH, 2002, 9:00 TO 10:00	OXSHOJI HEADQUARTERS, RECEPTION ROOM	03-1234-5678
987654	AUG. 1ST, 2002, 15:00 TO 17:00	SHINAGAWA BLDG. MEETING ROOM NO. 1	03-3333-1234/7010-2000
887776	AUG. 7TH, 2002, 13:00 TO 14:00	OFFICE, 2ND FL. MEETING ROOM NO.1	048-777-1111

FIG. 14

STAFF NO.	CUSTOMER NO.	RESPONSE METHOD	MESSAGE CONTENT TO THE CALLER
987654	A-1	¹ (MESSAGE)	IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT PAMPHLET, ...
200123	A-2	² (TRANSFER)	

REGISTERED DATE AND TIME	RESPONSE FLAG	RESPONDENT	RESPONDED DATE AND TIME	MESSAGE CONTENT FROM THE CALLER
AUG. 8TH, 2002, 8:40	(AUTOMATICALLY REFLECTED)	(AUTOMATICALLY REFLECTED)	(AUTOMATICALLY REFLECTED)	(AUTOMATICALLY REFLECTED)
AUG. 8TH, 2002, 12:00		(AUTOMATICALLY REFLECTED)	(AUTOMATICALLY REFLECTED)	
			

FIG.15

RESPONSE METHOD	FUTURE MEETING SCHEDULE	BACKGROUND COLOR
1 (MESSAGE)		YELLOW
2 (TRANSFER)		BLUE
3 (REJECT RECEPTION)		RED
OTHER THAN THE ABOVE	YES	GREEN
	NO	WHITE

FIG.16

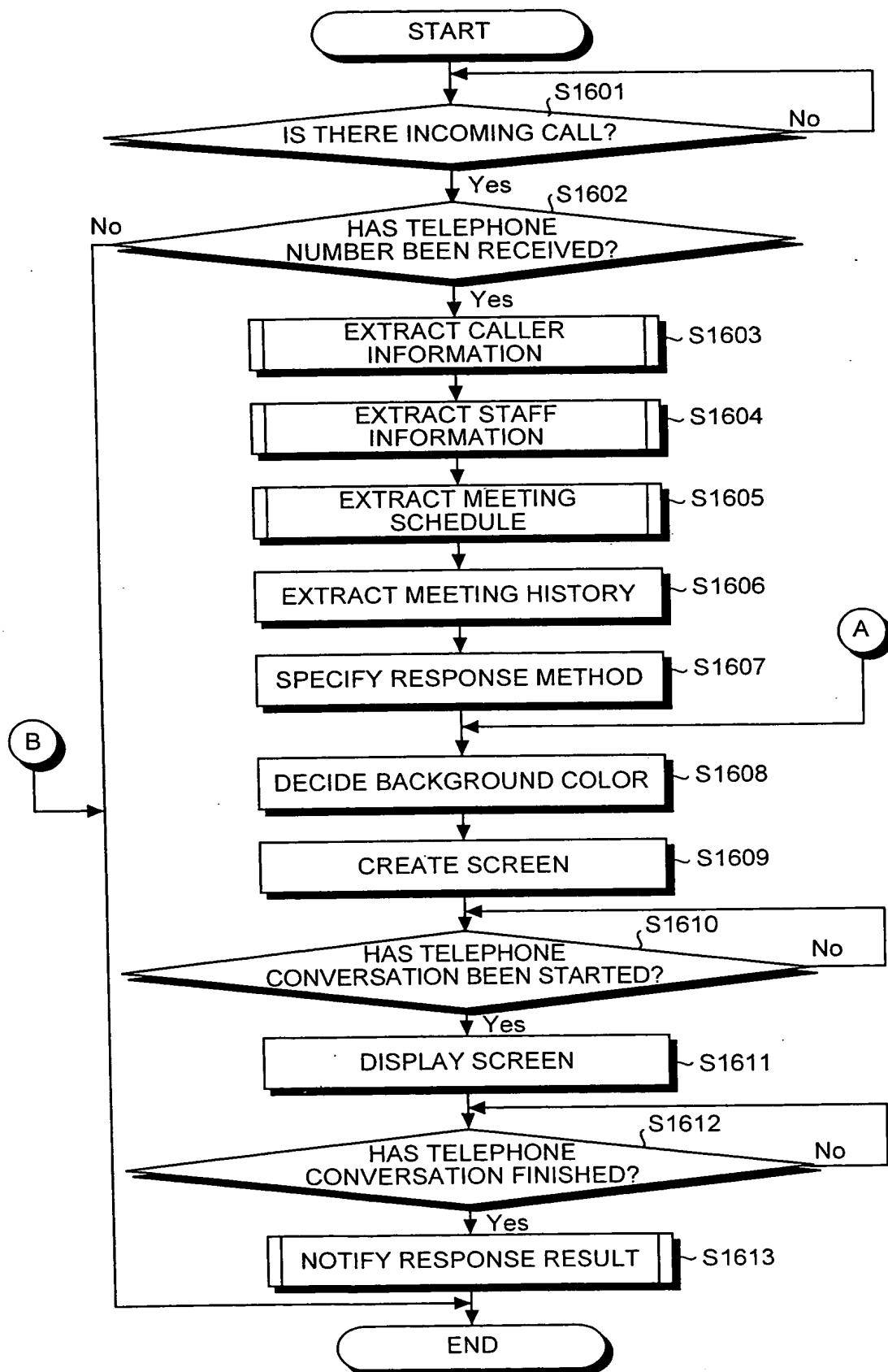


FIG.17

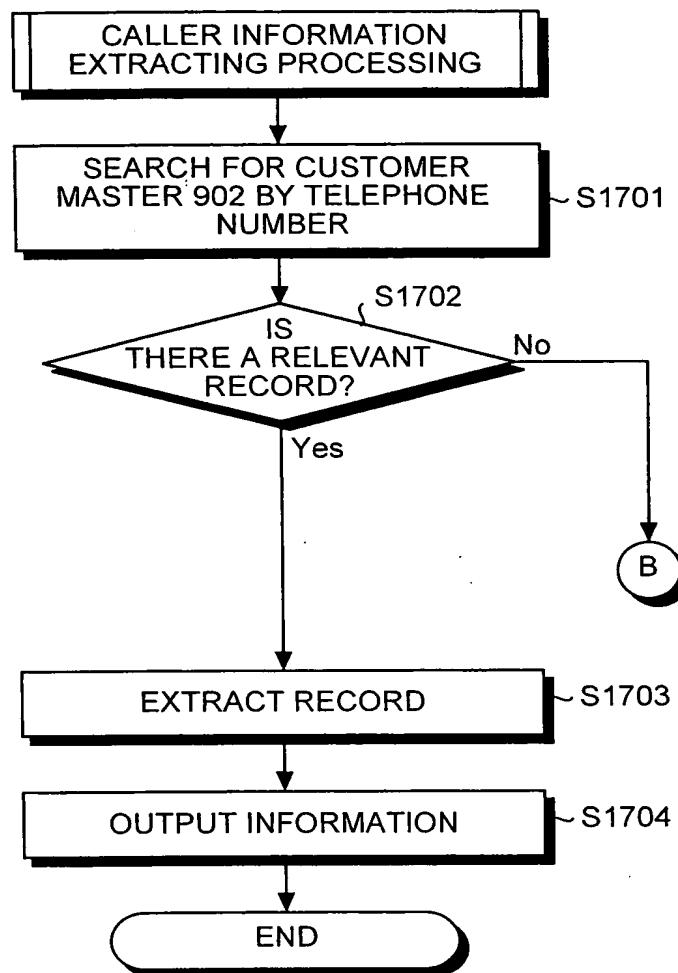


FIG.18

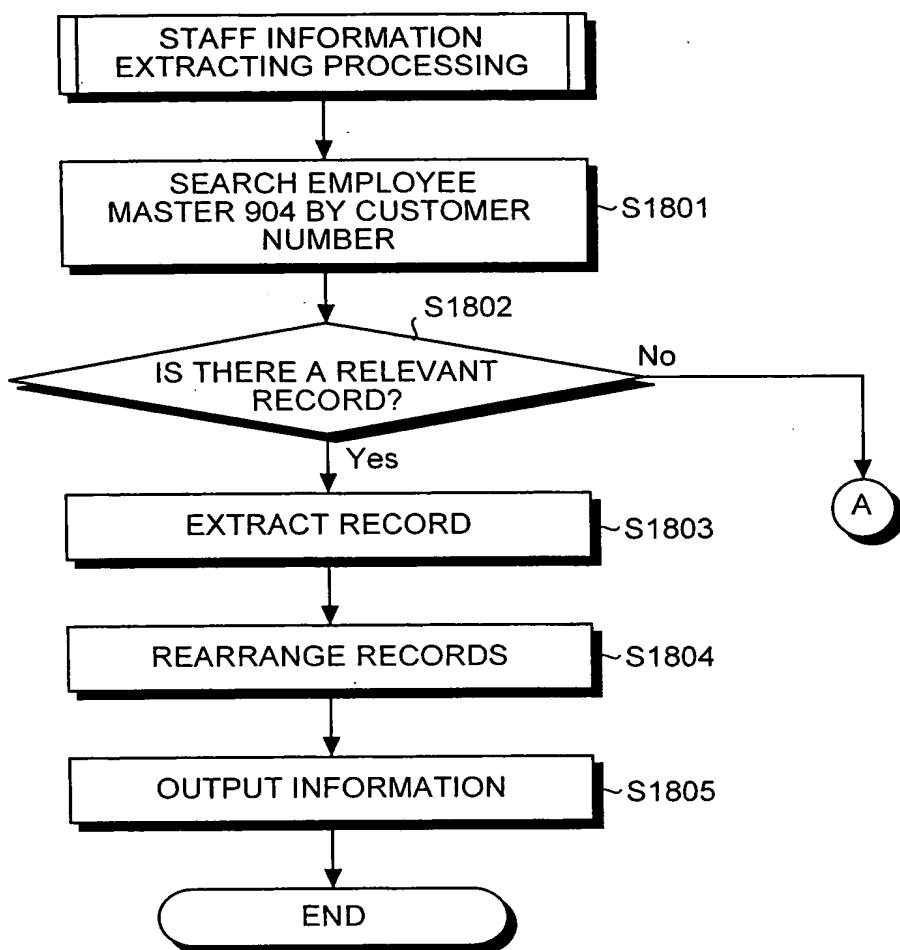


FIG.19

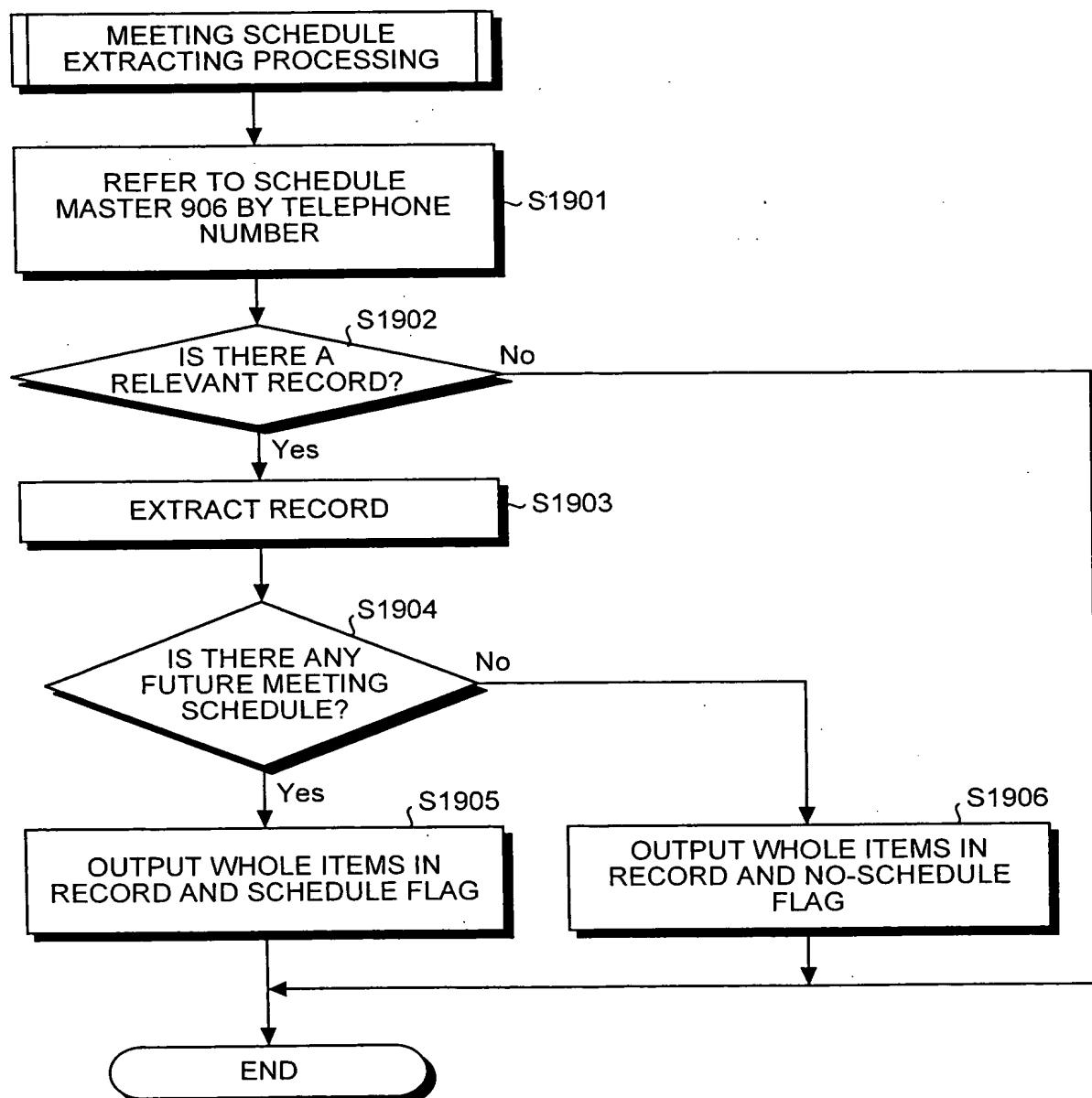


FIG.20

